

<p>145,570 Customer Service Requests (Annually)</p>	<p>28.5 FTEs Customer Service Librarians</p>	<p>35.5 FTEs Librarians Who Work In the Backroom</p>
<div data-bbox="354 295 449 386"></div> <p>6,096 Phone & Fax Requests</p> <div data-bbox="340 485 464 602"></div> <p>15,816 Walk-In Requests</p> <div data-bbox="340 699 464 764"></div> <p>200 Mail-In Requests</p> <div data-bbox="336 862 464 946"></div> <p>7,825 E-Mail, Find-It! & Web Forms</p> <div data-bbox="354 1045 449 1136"></div> <p>109,066 On-Line Database Queries</p> <div data-bbox="340 1235 464 1364"></div> <p>6,567 Inter-Library Requests</p>	<p>9.5 FTEs Librarians in Reference & Circulation</p> <p>6.0 FTEs Librarians & Library Assistants in Collections</p> <p>3.0 FTEs Library Assistants in Inter-Library Loan & Multimedia</p> <p>2.0 FTEs Librarians in Federal & State Documents</p> <p>8.0 FTEs Librarians in Olympia-Area Agency Branches (Contracted services funded in other agency budgets)</p> <div data-bbox="821 1040 1266 1398"></div>	<p>3.0 FTEs Librarians & Library Assistants in Collection Development (Purchase, Process & Catalog; Manage Licenses & Access to Online Databases)</p> <p>2.0 FTEs Librarians in Historical Documents (Receive, Process & Catalog; Newspaper Microfilm))</p> <p>2.0 FTEs Librarians in Federal & State Documents (Receive, Process & Catalog)</p> <p>20.7 FTEs Librarians & Library Assistants in Technical Services (Update Library Catalog, Intake Journals & Database Management)</p> <p>5.0 FTEs State Librarian & Management Team</p> <p>2.8 FTEs GILS Online Search Index</p> <hr/> <p>16.0 FTEs Librarians Who Work In DOC & DSHS Branch Libraries</p> <hr/> <p>15.0 FTEs Federally-Funded Librarians Who Work On Grants & Special Projects</p>